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| APPLICATION NO. | FILING DATE | FIRST NAMED INVENTOR | ATTORNEY DOCKET NO. | CONFIRMATION NO. |
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| 09/547,661 | 04/12/2000 | William T. Rowse | 200-0053 | 5848 |

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EXAMINER

OUELLETTE, JONATHAN P

ART UNIT PAPER NUMBER

3629

DATE MAILED: 08/07/2002

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/547,661

Applicant(s)

ROWSE ET AL.

Examiner

Jonathan Ouellette

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 12 April 2000.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-37 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-37 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☒ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 12 April 2000 is/are: a) ☐ accepted or b) ☒ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) ☐ The proposed drawing correction filed on _____ is: a) ☐ approved b) ☐ disapproved by the Examiner.
- If approved, corrected drawings are required in reply to this Office action.
- 12) ☐ The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

- 13) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.
- 14) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).
- a) ☐ The translation of the foreign language provisional application has been received.
- 15) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s) _____.
- 4) ☐ Interview Summary (PTO-413) Paper No(s). _____.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____.

DETAILED ACTION

Information Disclosure Statement

1. The information disclosure statements filed 3/19/2001 and 8/16/2001, fail to comply with 37 CFR 1.98(a)(1), which requires a list of all patents, publications, or other information submitted for consideration by the Office. It has been placed in the application file, but the information referred to therein has not been considered.

Drawings

2. The drawings are objected to as failing to comply with 37 CFR 1.84(p)(5) because they do not include the following reference sign(s) mentioned in the description: Fig.4 no.252, Fig.6 no.319, and Fig.8 no.204. A proposed drawing correction or corrected drawings are required in reply to the Office action to avoid abandonment of the application. The objection to the drawings will not be held in abeyance.
3. The drawings are objected to as failing to comply with 37 CFR 1.84(p)(5) because they include the following reference sign(s) not mentioned in the description: Fig.6 nos.195 and 314, and Figs.10-15 nos.160, 162, 354, 364, and 398. A proposed drawing correction, corrected drawings, or amendment to the specification to add the reference sign(s) in the description, are required in reply to the Office action to avoid abandonment of the application. The objection to the drawings will not be held in abeyance.
4. The drawings are objected to because Fig.4 nos.138, 140, 142, 146, and 147, should actually be shown as nos.138', 140', 142', 146', and 147'. A proposed drawing correction or

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corrected drawings are required in reply to the Office action to avoid abandonment of the application. The objection to the drawings will not be held in abeyance.

Specification

5. The specification is objected to as failing to comply with 37 CFR 1.84(p)(5) because it does not include the following reference sign(s) shown in the drawings: Fig.6 nos.195 and 314, and Figs.10-15 nos.160, 162, 354, 364, and 398. A specification correction is required in reply to the Office action to avoid abandonment of the application. The objection to the specification will not be held in abeyance.

Claim Rejections - 35 USC § 102

6. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in a patent granted on an application for patent by another filed in the United States before the invention thereof by the applicant for patent, or on an international application by another who has fulfilled the requirements of paragraphs (1), (2), and (4) of section 371(c) of this title before the invention thereof by the applicant for patent.

7. The changes made to 35 U.S.C. 102(e) by the American Inventors Protection Act of 1999 (AIPA) do not apply to the examination of this application as the application being examined was not (1) filed on or after November 29, 2000, or (2) voluntarily published under 35 U.S.C. 122(b). Therefore, this application is examined under 35 U.S.C. 102(e) prior to the amendment by the AIPA (pre-AIPA 35 U.S.C. 102(e)).

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8. Claims 1-6, 16-18, and 28-29 are rejected under 35 U.S.C. 102(e) as being anticipated by DiRienzo et al (US 6,076,066).
9. As per independent Claims 1 and 15, DiRienzo discloses a system for processing a customer concern, the system comprising: a service station for capturing digital information related to the customer concern and the captured digital information is automatically downloaded from the digital camera when the camera is returned to the service station; a reviewer station for receiving the captured digital information from the service station for determining how to address the customer concern; and a communication port for connecting the service station with the reviewer station for transmitting information related to the customer concern including the captured digital information there between (Abstract, C11 L13-29, C11 L50-60, C12 31-52, C26 L8-33).
10. As per Claim 2, DiRienzo discloses wherein the service station comprises a computer in selective communication with the digital camera assembly for receiving digital information related to the customer concern (Abstract, C11 L13-29, C11 L50-60, C12 31-52, C26 L8-33).
11. As per Claims 3 and 16, DiRienzo discloses wherein the service station comprises a scanner (in communication with the digital camera assembly) for acquiring at least one identifying indicia (Abstract, C11 L13-29, C11 L50-66).
12. As per Claims 4, 17, and 28, DiRienzo does not expressly show wherein the at least one identifying indicia is a vehicle identification number (Abstract, C4 L46-54, C14 L26-35).
13. However these differences are only found in the nonfunctional descriptive material and are not functionally involved in the steps recited. The customer concern system would be performed regardless of the type of identifying indicia used. Thus, this descriptive material

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will not distinguish the claimed invention from the prior art in terms of patentability, *see In re Gulack*, 703 F.2d 1381, 1385, 217 USPQ 401, 404 (Fed. Cir. 1983); *In re Lowry*, 32 F.3d 1579, 32 USPQ2d 1031 (Fed. Cir. 1994).

14. As per Claims 5, 18, and 29, DiRienzo discloses wherein the at least one identifying indicia is watermarked onto the captured digital information (Abstract, C14 L36-67, C15 L1-43).
15. As per Claim 6, DiRienzo discloses wherein the scanner is attached to the digital camera assembly (Abstract, C11 L61-65, Fig.3).

Claim Rejections - 35 USC § 103

16. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

17. Claims 7-9, 13-14, 19-21, 25-27, 30-32, and 36-37 are rejected under 35 U.S.C. 103(a) as being unpatentable over DiRienzo in view of Bradbury (US 5,442,512).
18. As per independent Claim 27, DiRienzo discloses a system for processing a customer concern, and a remotely positioned reviewer computer for receiving at least one image and associated identifying indicia from the service computer via a communication network to determine how to correct the customer concern (Abstract, C11 L13-29, C11 L50-60, C12 31-52, C26 L8-33).
19. DiRienzo fails to disclose the system comprising: *a housing* having a removable service computer for receiving data indicative of the customer concern; a removable digital camera

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for capturing at least one image of a subject matter of the customer concern and automatically transferring the at least one image to the service computer when installed in the housing; a scanner attached to the removable digital camera for acquiring an identifying indicia of the subject matter of the customer concern and automatically associating the identifying indicia with the at least one image.

20. Bradbury teaches a system comprising: a housing having a removable service computer for receiving data indicative of the customer concern; a removable digital camera for capturing at least one image of a subject matter of the customer concern and automatically transferring the at least one image to the service computer when installed in the housing; a scanner attached to the removable digital camera for acquiring an identifying indicia of the subject matter of the customer concern and automatically associating the identifying indicia with the at least one image (Abstract, C2 L3-43, C7 L53-59, C9 L22-23, Fig.1, Fig.9).
21. Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to have included a system comprising: a housing having a removable service computer for receiving data indicative of the customer concern; a removable digital camera for capturing at least one image of a subject matter of the customer concern and automatically transferring the at least one image to the service computer when installed in the housing; a scanner attached to the removable digital camera for acquiring an identifying indicia of the subject matter of the customer concern and automatically associating the identifying indicia with the at least one image, as disclosed by Bradbury in the system disclosed by DiRienzo, for the advantage of providing a system for processing a customer concern with a portable service station.

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22. As per Claims 7, 19, and 30, DiRienzo and Bradbury disclose wherein the service station comprises a housing having a base and a base cover (Bradbury: Abstract, C2 L3-43, Fig.1).
23. As per Claims 8, 20, and 31, DiRienzo and Bradbury disclose wherein the base comprises a first recessed portion for receiving a computer (Bradbury: Abstract, C2 L3-43, C8 L20-30, Fig.1, Fig.9).
24. As per Claims 9 and 21, DiRienzo and Bradbury disclose wherein the base further comprises a second recessed portion for receiving the digital camera assembly (Bradbury: Abstract, C2 L3-43, C3 L46-63, Fig.1).
25. As per Claims 13, 25, and 36, DiRienzo and Bradbury disclose wherein the service station (housing) comprises a power supply for providing electrical power to the digital camera assembly (Bradbury: Abstract, C2 L3-43, C7 L17-30, C7 L53-68, Fig.1, Fig.9).
26. As per Claims 14, 26, and 37, DiRienzo and Bradbury disclose wherein the service station (housing) comprises a battery charger for charging a battery included in the digital camera assembly for providing electrical power to same (Bradbury: Abstract, C2 L3-43, C7 L17-30, C7 L53-68, Fig.1, Fig.9).
27. As per Claim 32, DiRienzo and Bradbury disclose wherein the base further comprises a second recessed portion for receiving the digital camera and scanner (Bradbury: Abstract, C2 L3-43, C3 L37-53, Fig.1, Fig.9).
28. Claims 10-12, 22-24, and 33-35 are rejected under 35 U.S.C. 103(a) as being unpatentable over DiRienzo in view of Bradbury, and further in view of Harvey (US 6,208,507 B1).

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29. As per Claims 10, 22, and 33, DiRienzo and Bradbury fail to disclose wherein the second recessed portion further comprises a plurality of terminals for contacting a plurality of camera terminals on the digital camera assembly.
30. Harvey teaches a plurality of terminals for contacting a plurality of camera terminals on the digital camera assembly (Abstract, C1 L60-67, C2 L1-3, C2 L48-58, Fig.3, Fig.6).
31. Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to have included a plurality of terminals for contacting a plurality of camera terminals on the digital camera assembly, as disclosed by Harvey in the system disclosed by Bradbury, in the system disclosed by DiRienzo, for the advantage of providing a system for processing a customer concern with an interconnectable portable service station.
32. As per Claims 11, 23, and 34, DiRienzo and Bradbury disclose wherein the plurality of terminals comprises a first set of terminals for communication with a first set of camera terminals for charging the digital camera assembly (Bradbury: Abstract, C7 L17-30, Fig.1, Fig.9)(Harvey: Abstract, C1 L60-67, C2 L1-3, C2 L48-58, Fig.3, Fig.6).
33. As per Claims 12, 24, and 35, DiRienzo and Bradbury disclose wherein the plurality of terminals further comprises a second set of terminals for communication with a second set of camera terminals for transmitting data between the digital camera assembly and a computer installed in the first recessed portion (Bradbury: Abstract, C7 L17-30, Fig.1, Fig.9)(Harvey: Abstract, C1 L60-67, C2 L1-3, C2 L48-58, Fig.3, Fig.6).

Conclusion

34. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.
35. The following patents are cited to further show the state of the art with respect to customer concern processing / portable computer systems in general:
- U.S. Pat. No. 5,202,825 to Miller et al.
 - U.S. Pat. No. 5,870,721 to Norris
 - U.S. Pat. No. 6,343,271 B1 to Peterson et al.
 - U.S. Pat. No. 4,837,590 to Sprague
 - U.S. Pat. No. 5,883,820 to Ota et al.
 - U.S. Pat. No. 5,996,749 to Hillsberg et al.
 - U.S. Pat. No. 6,134,105 to Lueker
36. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Jonathan Ouellette whose telephone number is (703) 605-0662. The examiner can normally be reached on Monday through Thursday, 8am - 5:00pm.
37. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Weiss can be reached on (703) 308-2702. The fax phone numbers for the organization where this application or proceeding is assigned are (703) 305-7687 for regular communications and (703) 305-3597 for After Final communications.
38. Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 306-5484.

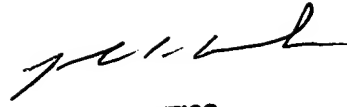
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July 29, 2002


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